

Introducing GoGo Newton

After six years of operating Newton in Motion (NewMo), we are transitioning to a new transportation system for people living here who need the most support - our older adults, our lower income individuals, and people with disabilities.

We are partnering with an experienced, national, "customer service centric" company, GoGo Technologies. Started in 2016, GoGo now works with over 500 municipal and non-profit organizations (including Brookline) to provide convenient, safe and reliable transportation at affordable prices seven days a week and 24 hours a day.

With superior customer service, GoGo links riders with carefully vetted, highly rated Uber and Lyft drivers who can meet (and who's vehicles can meet) the individual needs of our residents, 24/7.

GoGo Newton also supports people requiring a wheelchair-accessible vehicle by booking 48 hours in advance.

GoGo Newton launches on Monday, July 1, 2024, to provide rides for Newton residents who are 65 years and older as well as Newtonians 18 years and older who are low-income or have disabilities.

GoGo Newton will provide both on-demand and prescheduled rides. All rides have to originate or end in Newton. We can expect average wait times of less than 20 minutes. Riders will be able to book rides using the phone with an automated phone system or with GoGo customer service representatives, or on a computer or smartphone using the GoGo website.

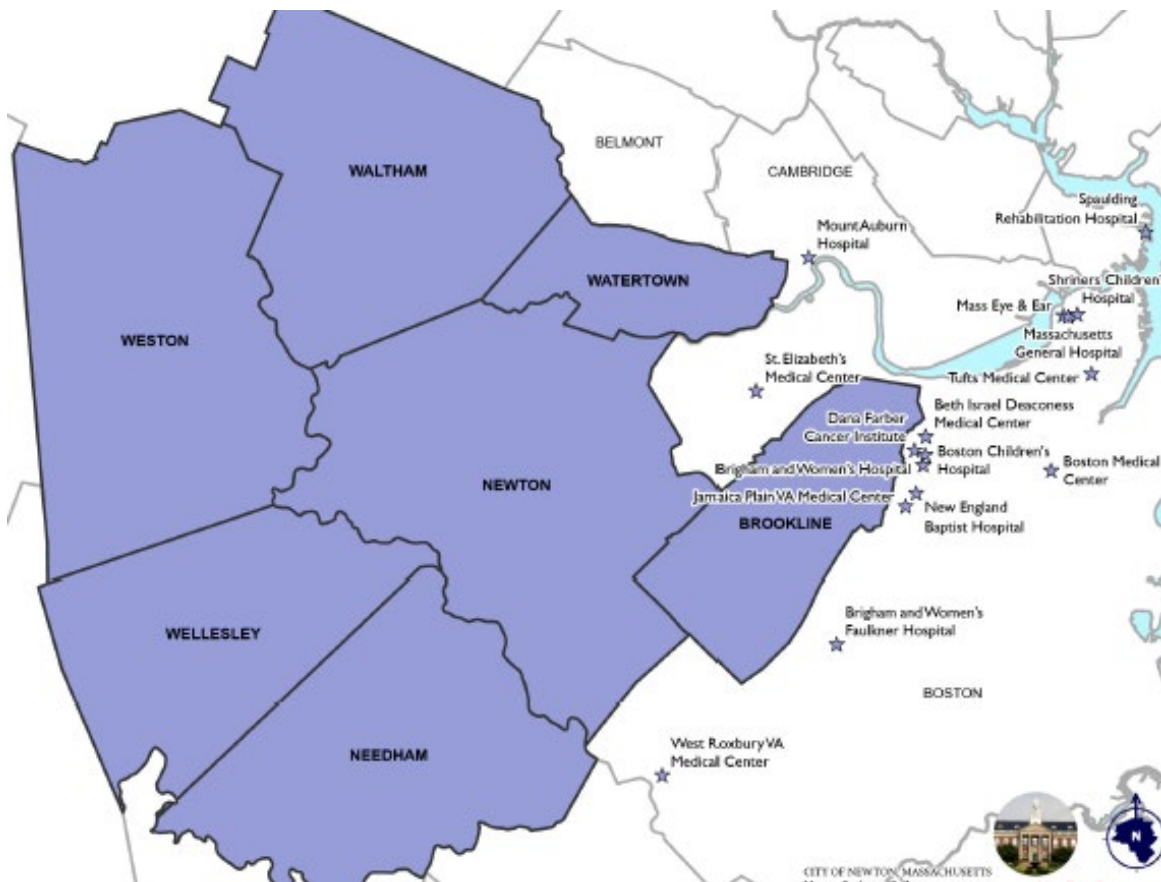
GoGo Newton has a lot of great features. It provides around the clock and 365 days a year service, predictable and reliable vehicle arrival times, the option of sending text notifications to family members detailing the exact location of their family member throughout their trips, an expansive service area that includes 6 of our neighboring municipalities (Brookline, Needham, Waltham, Watertown, Wellesley, and Weston), and select medical facilities in Boston, including:

- Beth Israel Deaconess Medical Center
- Boston Children's Hospital



- Boston Medical Center
- Brigham and Women's Faulkner Hospital
- Brigham and Women's Hospital
- Dana Farber Cancer Institute
- Jamaica Plain VA Medical Center
- Massachusetts General Hospital
- Mass Eye & Ear
- Mount Auburn Hospital (Cambridge)
- New England Baptist Hospital
- Shriners' Children's Hospital
- Spaulding Rehabilitation Hospital
- St. Elizabeth's Medical Center
- Tufts Medical Center
- West Roxbury VA Medical Center

GoGo Newton Service Area



The City of Newton is helping pay for GoGo Newton rides.

The amount a rider pays and the number of trips that are subsidized by the City depends on the income of the rider.

GoGo Newton Rates

- **Very Low Income Riders - Available to Individuals 18 and over who are on Qualified Forms of Public Assistance:**
 - Riders are entitled to 12 subsidized one-way trips each month
 - Rider pays the first \$4 of a trip, the City of Newton pays the next \$10, and the rider pays the remainder for the first 12 trips each month. After the 12 subsidized trips, the rider can continue to use GoGo Newton by paying the full fare of additional trips in that month.
 - For example: if the cost of the ride is \$15, then:
 - Rider will pay the base price of \$4
 - The City will pay a subsidy of \$10
 - Rider will pay the remaining \$1 overage
 - Total cost to the rider is \$5.
- **Low Income Older Adults and People Living with Disabilities - Available to Individuals 65+ and People 18 and over with Disabilities with Gross Household Incomes \$78,600 or Less:**
 - Riders are entitled to 8 subsidized one-way rides per month.
 - Rider pays the first \$6 of a trip, the City of Newton pays the next \$8, and the rider pays the remainder for the first 8 trips each month. After the 8 subsidized trips, the rider can continue to use GoGo Newton by paying the full fare of additional trips in that month.
 - For example: if the cost of the ride is \$15, then:
 - Rider will pay the base price of \$6
 - The City will pay a subsidy of \$8
 - Rider will pay the remaining \$1 overage
 - Total cost to the rider is \$7.
- **Older Adults and People with Disabilities - Available to Individuals 65+ and People 18 and over with a Disability and Gross Household Incomes above \$78,600:**
 - Riders are entitled to 4 subsidized one-way trips per month.
 - Rider pays the first \$8 of a trip, the City of Newton pays the next \$6, and the rider pays the remainder for the first 4 trips each month. After the 4 subsidized trips, the rider can continue

to use GoGo Newton by paying the full fare of additional trips in that month.

- For example: if the cost of the ride is \$15, then:
 - Rider will pay the base price of \$8
 - The City will pay a subsidy of \$6
 - Rider will pay the remaining \$1 overage
 - Total cost to the rider is \$9.

Chart of GoGo Newton Rates

Very Low Income¹: All Ages (18+)	Low Income²: Older Adults (65+)³ & People with Disabilities⁴(18+)	Any Income: Older Adults (65+)³ & People with Disabilities⁴ (18+)
12 one-way trips each month	8 one-way trips each month	4 one-way trips each month
- Rider pays first \$4 - Newton pays next \$10 - Rider pays the rest	- Rider pays first \$6 - Newton pays next \$8 - Rider pays the rest	- Rider pays first \$8 - Newton pays next \$6 - Rider pays the rest

¹ Receive public assistance benefits; see GoGo Newton webpage for eligible documentation of public assistance.

² Household income less than \$78,600/year.

³ Includes existing NewMo riders ages 60-64.

⁴ See GoGo Newton webpage for eligible documentation of disability.

Like Uber and Lyft, the cost of a trip depends on where the rider is going and other factors such as time of day and traffic. In other words, the price may be different each time you make the same trip. GoGo Newton will let a rider know the cost of the ride when they book it so there are no surprises.

The payment for the ride happens through GoGo Newton; you do not pay the driver directly. More specifically, the rider provides a credit card number to GoGo Newton for their portion of the cost. If you do not have a credit card, you may also use a debit card, a gift card in the amount of \$60, or send a check for \$60 to Gogo Newton as a payment method; checks and gift cards must be replenished in increments of \$60.

Signing Up for GoGo Newton

Step 1:

To use the GoGo Newton service, all riders must register and complete Newton’s verification process online or in person in Newton by appointment. All registrants must provide documentation demonstrating their age, Newton residency, disability status (if applicable), and income or public assistance status

(if applicable). To complete Newton's verification process today or learn more, visit newtonma.gov/gogo.

For further assistance:

- Email gogo@newtonma.gov or call 617-796-GOGO (617-796-4646)
- Schedule an in-person appointment in Newton to register for the service by calling 617-796-GOGO (617-796-4646) or emailing gogo@newtonma.gov
- Attend the drop-in session at the Druker Auditorium at the Newton Free Library on Monday, June 24, 1:00 to 4:00 p.m. More drop-in sessions will be added; find dates/times below and on our website: newtonma.gov/GoGo.

Step 2:

Once you are approved by GoGo Newton, GoGo Newton will help you get started using the service. They will need to keep a credit card on file.

Getting Support:

As we transition to GoGo Newton, we anticipate there will be questions and people may need some help. City of Newton and GoGo staff will be available to assist with the sign-up process. Email gogo@newtonma.gov or call 617-796-GOGO (617-796-4646) for assistance.

We have more detailed information, including frequently asked questions, on our website, www.newtonma.gov/GoGo.

We will also be holding "drop-in" sessions (both on Zoom and in person) to answer questions and walk people through the sign-up process. The first session is scheduled for Monday, June 24, 1:00 – 4:00 p.m. at Newton Free Library's Druker Auditorium. Two virtual GoGo Information Sessions are also scheduled on Wednesday, June 26 at 10:00 a.m. (Click [here](#) for the zoom link) and on Wednesday, July 10 at 2:00 p.m. (Click [here](#) for the zoom link) After registering, you will receive a confirmation email with information about joining the webinar.

Any additional sessions scheduled will be posted at www.newtonma.gov/GoGo.

Why did we end Newton in Motion (NewMo) and switch to GoGo Newton?

NewMo was terrific for six years, providing an affordable and, in many cases, critical transportation service for many Newtonians with our partner Via.

As significant federal and state grants ended, we had to reimagine our goals with a more targeted transportation system that was also financially sustainable. We also decided to prioritize service all day every day, a broader service area, and even more rider-friendly customer service. After a Request for Proposal process, we think GoGo Newton meets these goals well. We are looking forward to GoGo Newton's first service day on Monday, July 1.